

JOB OPPORTUNITY/EXAMINATION BULLETIN

OFFICE OF LEGISLATIVE COUNSEL
LEGISLATIVE DATA CENTER



DESKTOP IMAGE CONFIGURATION/DEPLOYMENT ENGINEER **INFORMATION TECHNOLOGY SPECIALIST I, RANGE E (6LC10)** **(EQUIVALENT TO: SYSTEM SOFTWARE SPECIALIST I (TECHNICAL))**

JOB LOCATION: **SACRAMENTO, CALIFORNIA**
FINAL FILING DATE: **APRIL 29, 2016**

SALARY: \$5,297 - \$6,965

Our Agency

The Office of Legislative Counsel (OLC) is a small civil service department whose mission is to provide legal services and information technology support services to the State Legislature. The Legislative Data Center (LDC), as one of three branches of the OLC, is a customer service organization, delivering Information technology solutions to the California State Legislature. The LDC is dedicated to building and developing individual and collective expertise through business knowledge and teamwork. The LDC is committed to continuous learning and improving individual skills as technology changes.

The State of California provides excellent health benefits and retirement options, sick leave and vacation accrual, and paid state holidays. This position is located in the heart of downtown Sacramento. OLC employees are excluded from collective bargaining and, therefore, receive enhanced benefits and do not contribute fair share.

Your Role

The chosen candidate will lead in the creation of final configuration software images for deployment involving operating systems and application settings where the consequence of errors will have a high to extreme impact on the business success. The candidate will create software deployment packages for enterprise updates and deployment, provide support and problem management, and produce a final configuration image, which is used to rapidly configure several thousand client devices during a new device deployment. The candidate will lead in recommending, installing, upgrading, configuring, and maintaining computer software and hardware. The candidate will lead in the design, development and testing of the deployment of desktop OS images; act as a lead for hardware and software desktop solutions including feasibility and compatibility for project implementation. The candidate will perform the following: document and maintain a comprehensive testing environment that will become the standard for evaluating desktop hardware, image development and deployment, configure operating systems and hosted applications, implement service packs and patches, perform security configurations, schedule and report on the execution of the testing and validation effort as a part of a formal release management process.

Your Expertise

- Use of technologies such as Symantec Ghost, Acronis True Image, Image X, SCCM, or SMS
- Working knowledge of Windows operating systems and Windows registry
- Familiarity with developing custom images for deployment over the network
- Experience with Windows Group Policies
- Passion for technology and a desire to expand upon existing technical skills
- Strong analytical and problem-solving skills

Your Responsibilities

- Lead or assist in the creation of desktop deployment images for Enterprise computer systems
- Design, develop, and test the deployment of OS images
- Maintain and test automated processes, scripts, and programs to deploy images using client management tools
- AD Domain management, policy development, and deployment in accordance with security policies
- Work with existing organizational teams to share knowledge and suggest improvements
- Professional and personable demeanor, with excellent communication skills
- Maintain professional internal/external relationships that meet the organization's core values
- Manage and maintain a schedule of work to ensure project scheduled and deliverables are completed within agreed timeframes
- Assist with site configuration, deployment, releases, patch deployment, patching and upgrading devices

Minimum Qualifications

A minimum of three (3) years of hands-on experience in desktop and operating system configuration, imaging, and deployment. A minimum of three (3) years of experience supporting and installing Windows desktop operating systems such as XP, Vista, 7, or 8.1. A minimum of three (3) years of experience in customization, deployment and support of third party and Microsoft Office applications to multiple computers and the use of deployment tools. A minimum of three (3) years of experience installing Windows, drivers, and applications, software updates, and customizing settings on computers. Demonstrated experience with PC operating systems. Demonstrated ability to analyze and resolve complex problems. Demonstrated ability to handle stressful situations in a professional manner. Ability to manage workload and meet deadlines. Ability to manage complex projects and effectively lead a project team. Knowledge of project management tools and techniques. Ability to establish and maintain cooperative working relationships with customers, team members, peers, management, and executive staff. Excellent oral and written communication skills.

Desirable Qualifications

More than three (3) years of experience using tools such as MDT, SMS, SCCM or in-house deployment tools. More than five (5) years of experience in desktop support, Windows Active Directory, and networking including logon account management, group/user policies, logon scripts, and network printers. More than three (3) years of experience in customer relationship management, IT consulting and support, and project/product management. Knowledge of the legislative business processes and the business value offered by the LDC products and services. Exceptional customer relationship skills. Ability to work well with technical teams to meet critical deadlines to ensure accurate and timely completion of requests. Excellent written and verbal communication skills with the ability to deliver effective presentations to customers and management. Ability to think tactically and strategically to provide IT solutions to legislative customers. Demonstrate strong interpersonal skills. Ability to work in an organized and efficient manner while under pressure, in order to meet challenging time constraints. Ability to adapt to changing priorities and manage multiple concurrent assignments and projects.

WHO MAY APPLY

Applicants need not be a current or former State employee nor be on a State exam list to apply, but need to meet the Minimum Qualifications listed above. It is your responsibility to make sure that you meet the minimum qualifications listed in this bulletin. Your signature on your application indicates that you have read, understood, and possess the minimum qualifications required. This selection process consists of a state examination and job interview as a combination. Under the OLC's position-specific selection program, candidates do not have to be on a State list in order to apply. OLC may use this selection process for up to one year to fill other vacancies, where job-related knowledge, skills, abilities and behaviors are the same or substantially similar to this advertised position. Applications will be screened and interviews scheduled for those candidates possessing the best qualifications and experience. Subject to SROA/Surplus.

HOW TO APPLY

Submit a standard state application and resume which demonstrates that you meet the Minimum Qualifications in the bulletin to the Office of Legislative Counsel Human Resources Office, Attn: H. Chu, 925 L Street, Suite 900, Sacramento, CA 95814. Applications must be received in the Human Resources Office by 5:00 p.m., Friday, April 29, 2016, or be postmarked by this date. **You must include on your application the alpha-numeric process indicator number 6LC10 after the position title on your application. Applications that do not contain the process indicator number will not be processed.** Please note on your application how you heard about this position. Technical questions regarding the position may be directed to Sam Medina at (916) 341-8977. Questions regarding the application process may be directed to Human Resources Office at (916) 341-8330.

SELECTION INFORMATION: The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

It is an objective of the State of California to achieve a drug-free workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.

OTHER RELATED INFORMATION: The Office of Legislative Counsel reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

Applications are available at local offices of the Employment Development Department and the Office of Legislative Counsel Human Resources Office. The application form (STD. 678) is also available in several formats on the website at: <http://jobs.ca.gov/Profile/StateApplication>.

THIS IS A COMPETITIVE PROCESS. If you meet the minimum qualifications stated on this bulletin, you may file for this position. Possession of the qualifications does not guarantee inclusion in the selection process. Your performance in the selection process will be compared with the performance of all others who participate in this process, and does not guarantee an appointment to the position.

INTERVIEW SCOPE: If an interview is conducted, in addition to the minimum and desirable qualifications described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of experience. Evaluation of a candidate's personal development will include consideration of recognition of training needs; plans for self-development; and the progress made in efforts toward self-development.

CALIFORNIA RELAY SERVICE: TDD PHONE (800) 735-2929 VOICE PHONE (800) 735-2922